



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 525  
LOS ANGELES, CALIFORNIA 90012-2766  
PHONE: (213) 974-8301 FAX: (213) 626-5427

J. TYLER McCAULEY  
AUDITOR-CONTROLLER

July 20, 2004

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Yvonne B. Burke  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – TLC HOME FOR GIRLS, INC., TLC COMPTON AND TLC LYNWOOD GROUP HOMES**

We have completed a review of two Group Homes (Group Home or Agency) operated by TLC Home for Girls Inc., TLC Compton and TLC Lynwood. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

TLC Compton is a six-bed facility, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, TLC Compton was providing services for six Los Angeles County DCFS children.

TLC Lynwood is an eight-bed facility, which provides care for girls ages 12-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, TLC Lynwood was providing services for seven Los Angeles County DCFS children.

TLC Group Homes are located in the Second District.

**Scope of Review**

The purpose of the review was to determine whether each Agency was providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues, and included an evaluation of each Agency's Program Statement, internal policies and procedures, child case records, facility inspections, and interviews with two children placed in each Group Home at the time of the review.

*"To Enrich Lives Through Effective and Caring Service"*

Interviews with the residents were designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

**Summary of Findings**

Generally, both Agencies were providing the services outlined in their Program Statements. However, TLC Compton needs to make a few repairs to its facility and TLC Lynwood needs to provide counseling and training to staff regarding appropriate interactions with residents and monitor the staffs' behavior.

Attached are detailed reports of the review findings.

**Review of Report**

We discussed our report with the Agency's management. The Agency's management is required to provide a corrective action plan to the Children's Group Home Ombudsman within 15 business days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact DeWitt Roberts at (626) 293-1101.

JTM:DR:CC:jdh

- c: David E. Janssen, Chief Administrative Officer
- David Sanders, Ph.D., Director, DCFS
- Richard Shumsky, Chief Probation Officer
- Margie Staten, Executive Director, TLC Home for Girls, Inc
- Violet Varona-Lukens, Executive Officer
- Public Information Office
- Audit Committee

**TLC Home for Girls, Inc.  
TLC Compton  
1311 North Van Ness Avenue  
Compton, CA 90221  
(310) 639-6262  
License No.: 191601229  
Rate Classification Level: 10**

## **I. Facility and Environment**

*(Facility Based - No Sample)*

### **Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The TLC Compton Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained, nicely landscaped, and blends well with other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The common rooms are nicely decorated and well maintained. The resident bedrooms are spacious comfortable, and personalized to each child's desire with posters, pictures, and knick-knacks. However, there are two areas that need improvement.

In the kitchen, the cabinets and countertops require cleaning, repair and/or replacement. In addition, there is a significant gap between the dining area floor and the wall presenting a safety hazard.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items, and fresh fruit. The food is accessible, appropriately dated, and properly stored.

### **Recommendations**

#### **1. TLC Home for Girls, Inc. management:**

- a. Clean, repair or replace the kitchen cabinets.**
- b. Clean, repair or replace the kitchen countertops.**
- c. Repair the dining area floor.**

## **II. Program Services**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plans (NSPs) are current, realistic, measurable, and time specific. There was documentation to support the placement workers' participation in the development or update of the NSPs.

The quarterly report for one resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require a quarterly report.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents receive individual and group therapy.

#### **Recommendations**

**There are no recommendations for this section.**

## **III. Educational and Emancipation Services**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

One resident attends regular classes at a local school. The other resident attends an Alternative School where she is working on credits toward her high school diploma. Both records contain current semester report cards and/or progress reports for the residents. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of residents' daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is

discussed as needed and employment preparation is encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

**Recommendations**

**There are no recommendations for this section.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

**There are no recommendations for this section.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

According to Group Home management, there are no residents receiving psychotropic medication. This was confirmed by appropriate documentation.

**Recommendations**

**There are no recommendations for this section.**

## **VI. Personal Rights**

### **Method of assessment – Resident interviews**

**Sample size for resident interviews: Two**

#### **Comments:**

The residents expressed satisfaction with the Agency and its staff. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and expressed satisfaction with the quality of their interactions with most staff. Residents state that they are treated with respect and dignity. They feel there is at least one staff member they can easily talk to and trust.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents make and receive personal telephone calls. Residents are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior. Residents are aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. Clothing and Allowance**

### **Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage. Residents are provided with an opportunity to maintain photo albums/life books.

**Recommendations**

**There are no recommendations for this section.**

**TLC Home for Girls, Inc.  
TLC Lynwood  
3381 Virginia Avenue  
Lynwood, CA 90262  
(310) 763-3925  
License No.: 197801921  
Rate Classification Level: 10**

## **I. Facility and Environment**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

The TLC Lynwood Group Home (Group Home or Agency) is a large facility located in a residential community. The Group Home is clean, spacious, and comfortable. The Group Home is well maintained and blends well with the other homes on the block. There were no observable safety hazards.

The interior of the Group Home is generally neat and clean. The décor provides a home-like atmosphere. The common rooms are nicely decorated and well maintained. The resident bedrooms are spacious, comfortable and personalized to each child's desire with posters, pictures, and knick-knacks.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV and a VCR. There are books and resource materials, including a computer with a variety of programs.

There is a sufficient supply of frozen food, meat, canned goods, bakery items and fresh fruit. The food is accessible, appropriately dated and properly stored.

### **Recommendations**

**There are no recommendations for this section.**

## **II. Program Services**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The residents meet the Agency's population criteria as outlined in their Program Statement. Residents received a complete initial diagnostic assessment after being admitted into the Agency's program.

The Needs and Services Plan (NSP) for one resident is current, realistic, measurable, and time specific. There was documentation to support the placement worker's participation in the development or update of the NSP. The quarterly report for this resident is current, comprehensive, and appropriately focused on the goals of the NSP. The other resident has not been in the Group Home long enough to require an NSP or a quarterly report.

The residents are provided with psychological testing, and emotional and developmental counseling as required by the Program Statement. Both residents receive individual and group therapy.

**Recommendations**

**There are no recommendations for this section.**

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and resident interviews****Sample size for resident interviews: Two****Comments:**

Both residents are enrolled at local public schools. One resident is attending school. The other resident was recently placed and will attend summer classes. There is a current semester report card and/or progress report for one resident. Records for the other resident are incomplete due to her recent placement. Residents reported that they are provided with a sufficient amount of daily educational stimulation away from school and feel that the Group Home is supportive of their academic progress.

The Agency's program includes the development of resident's daily living skills. The residents are involved in the planning and preparation phase of meals. Hygiene care is discussed as needed and employment preparation encouraged.

Residents are offered the opportunity to participate in emancipation and vocational programs as appropriate.

Residents have the opportunity to work and manage their own money.

**Recommendations**

There are no recommendations for this section.

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

The Agency provides its residents opportunities to participate in recreational activities. The residents expressed satisfaction with the recreational activities and stated that the recreation schedules are followed.

The Group Home utilizes local community organizations for recreational and program resources. The residents reported that they have the opportunity to participate in planning some of the activities. The residents have free time and are able to participate in self-selected activities.

Transportation is provided to and from the activities.

**Recommendations**

There are no recommendations for this section.

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

According to Group Home management, there are no residents receiving psychotropic medication. This was confirmed by appropriate documentation.

**Recommendations**

There are no recommendations for this section.

## VI. Personal Rights

### Method of assessment – Resident interviews

#### Sample size for resident interviews: Two

#### Comments:

The residents expressed satisfaction with the Agency. Residents participate in an initial orientation and the Group Home's policies and procedures are posted. Residents reported that they feel safe in the Group Home and that there is no interference with their daily living functions.

Residents reported satisfaction with the taste of the food and with their ability to participate in menu development. They reported that there is sufficient staff supervision and express satisfaction with the quality of their interactions with most staff. The residents identified one staff member who they felt was rude and inappropriate in her dealings with the residents. However, they stated that all the other staff members treated them with respect and dignity. They feel there is at least one staff member they can easily talk to and trust. Administrators were receptive to this information and stated that the particular staff member would be provided with counseling and training. In addition, they plan to follow up with all the residents until the problem is completely resolved.

Residents reported that they are assigned chores to complete on a daily basis that are reasonable and not too demanding. Residents make and receive personal telephone calls. Residents are permitted to contact their social workers, attorneys, and family members as needed. Residents are able to attend weekly religious services of their choice and feel that the Agency is respectful of their cultural lifestyles. The Agency allows the residents to celebrate holidays.

Residents reported that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Residents are aware of their right to refuse medication.

#### **Recommendation**

- 1. TLC Home for Girls, Inc. management provide counseling and training to staff regarding appropriate interactions with residents and monitor the staffs' behavior.**

## VII. Clothing and Allowance

### Method of assessment – Review of relevant documents and resident interviews

#### Sample size for resident interviews: Two

#### Comments:

The Agency provides appropriate clothing, items of necessity, and allowances to the residents. The Group Home supplies its residents with the required \$50 monthly clothing allowance and the residents are given the opportunity to select their own clothes. Clothing provided to residents is of good quality and of sufficient quantity.

The Agency provides residents with the required minimum base allowance, which they are able to increase according to the Agency's behavioral system. Residents are permitted to spend their allowances as they choose.

The Agency provides residents with adequate personal care items and adequate storage. Residents are provided with an opportunity to maintain photo albums/life books.

#### Recommendations

**There are no recommendations for this section.**